



## **MH-DIVISION DIRECTOR**

### **CHARACTERISTICS OF WORK:**

This is administrative work involved in formulating and directing the activities of various divisions within the Department of Mental Health. An incumbent's responsibilities include assisting and advising the Executive Director/Bureau Director in analyzing administrative problems that affect agency operations; establishing, interpreting and enforcing rules, regulations, and policies. The incumbent is required to exercise a high degree of independent judgment. Duties are performed under general supervision of the Executive Director/Bureau Director with work reviewed through conferences, personal inspection and written reports for conformity with established policies, rules and regulations.

### **MINIMUM QUALIFICATIONS:**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

### **EXPERIENCE/EDUCATIONAL REQUIREMENTS:**

#### **Education:**

A Doctoral Degree from an accredited four-year college or university in business administration, child development, communicative disorders, counseling, education, guidance and counseling, nursing, psychology, sociology, social work, special education, speech pathology, or a directly related field;

**AND**

#### **Experience:**

Four (4) years of experience in work closely related to the described duties, of which three (3) years must have been in a supervisory capacity.

**OR**

#### **Education:**

A Master's Degree from an accredited four-year college or university in business administration, child development, communicative disorders, counseling, education, guidance and counseling, nursing, psychology, sociology, social work, special education, speech pathology, or a directly related field;

**AND**

#### **Experience:**

Five (5) years of experience in work closely related to the described duties, of which three (3) years must have been in a supervisory capacity.

### **PHYSICAL REQUIREMENTS:**

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

**Light Work:** May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Far Acuity:** Clarity of vision at 20 feet or more.

**Depth Perception:** Three-dimensional vision. Ability to judge distance and space relationships so as to see objects where and as they actually are.

**Accommodation:** Ability to adjust focus.

**Speaking/Hearing:** Ability to give and receive information through speaking and listening skills.

**Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

## **COMPETENCIES:**

The following underlying competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Specific behaviors may be identified and included later by the hiring agency. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

### **General Public Sector Competencies**

**Integrity and Honesty:** Models and demonstrates high standards of integrity, trust, openness and respect for others. Demonstrates a sense of responsibility and commitment to the public trust through statements and actions. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

**Work Ethic:** Conscientiously abides by the rules, regulations and procedures governing work. Exhibits a strong work ethic by being productive, diligent, conscientious, timely, and loyal.

**Service Orientation:** Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers. Demonstrates a commitment to quality public service through statements and actions.

**Accountability:** Is productive and carries fair share of the workload. Accepts responsibility for actions and results. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards and mistakes. Has knowledge of how to perform one's job.

**Self Management Skills:** Maintains a positive attitude. Effectively manages emotions and impulses and appropriate balance between personal life and work. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches, shows flexibility to complete job within defined parameters. Is able to lead and follow. Avoids conflicts of interest. Promotes cooperation and teamwork. Continuously evaluates and adapts, copes effectively with change. Allows self and others to make mistakes and learns from those mistakes. Adheres to high ethical standards. Involved in professional organizations.

**Interpersonal Skills:** Shows understanding, courtesy, tact, empathy and concern; develops and maintains relationships. Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and resolve conflict situations. Expresses facts and ideas both verbally and in writing in a clear, convincing and organized manner, helping others translate vision into action. Models appropriate behavior. Recognizes and develops potential in others, leads others to life-long learning by example.

**Communication Skills:** Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations. Provides thorough and accurate information. Asks questions for clarification and to ensure understanding. Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; listens to others, attends to non verbal cues; and responds appropriately. May make oral presentations.

**Self-Development:** Is knowledgeable about the task. Remains open to change and new information and ideas; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

### **Technical Competencies**

**Governmental collaboration:** Understands the role of the agency in the policy making arena including the state legislature, national Congress and other governmental agencies. Is responsive to requests for assistance with the agency, its policies and procedures, and services.

**State Personnel Board Process:** Has working knowledge of how to utilize SPB procedures.

**Mentoring and Training:** Mentors subordinate staff to develop in the following areas: governmental operations, budgeting, human resources, and collaboration with state agencies and officials.

**Rules and Regulations:** Applies and interprets rules and regulations that are applicable to specific division and has working knowledge of rules and regulations of other divisions.

### **Management Competencies**

**Emotional Maturity:** Conducts oneself in a professional, consistent manner when representing the organization. Exhibits the ability to work through challenges and create opportunities. Has the ability to work through adversity and hold self and others accountable for work actions. Takes risks appropriate to ones level of responsibility. Acts as a settling influence in a crisis. Emulates proven leaders.

**Macro Oriented:** Communicates organizational vision and understands effects of decisions on the organization and on other organizations as well as how external factors impact the organization. Exercises good judgment, makes sound, well informed decisions. Acts as a change agent by initiating and supporting change within the agency. Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise.

**Working Through Others:** Support, motivates and is an advocate for staff. Recognizes and appreciates diversity. Creates synergistic teams using strengths of all team members. Delegates effectively, sharing both responsibility and accountability; empowers employees and trusts others to perform without micro-managing. Reinforces and rewards team efforts and positive behaviors. Is fair, yet firm with others.

**Results Oriented:** Identifies, analyzes, and solves problems. Plans effectively to achieve or exceed goals, sets and meets deadlines. Develops standards of performance and knows what and how to measure. Uses change management skills to bridge the gap between current and desired performance. Pushes self and others for results.

**Resource Management:** Demonstrates ability to plan, prioritize and organize. Acquires and effectively and efficiently administers and allocates human, financial, material and information resources. Works to develop and implement strategic planning for the agency. Assesses current and future staffing needs based on organizational goals and budget realities. Recruits, develops and retains a diverse work force.

**ESSENTIAL FUNCTIONS:**

**Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:**

1. Represents the interest of the Department of Mental Health and its programs to other public or private agencies and officials at the local, state, regional, and federal levels as well as the general public.
2. Supports and assists subordinate personnel and other divisions to ensure the effective operation of the agency.

**EXAMPLES OF WORK:**

**Examples of work performed in this classification include, but are not limited to, the following:**

Assists the Executive Director/Bureau Director on all aspects and phases of supervision of the respective division to ensure effective operation in various areas such as quality assurance, planning, community mental health and/or mental retardation programming, substance abuse, personnel administration, licensure and accreditation, children's services, auditing, accounting, and alcohol and drug abuse programs.

Represents the agency when meeting with state officials, other state agencies and institutions and the general public with regard to program interests of the division or bureau.

Reviews contracts, inter-agency agreements, and grants-in-aid with agency clients, sponsors, and consultants to achieve support in the performance of varied projects.

Reviews the work of divisions coordinating with said division activities to carry out program goals.

Supervises general program planning and evaluation of the various programs under the division. Approves or disapproves the decision or actions of subordinate employees to ensure conformity with agency operations.

Performs related or similar duties as required or assigned.

**INTERVIEW REQUIREMENTS:**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.